

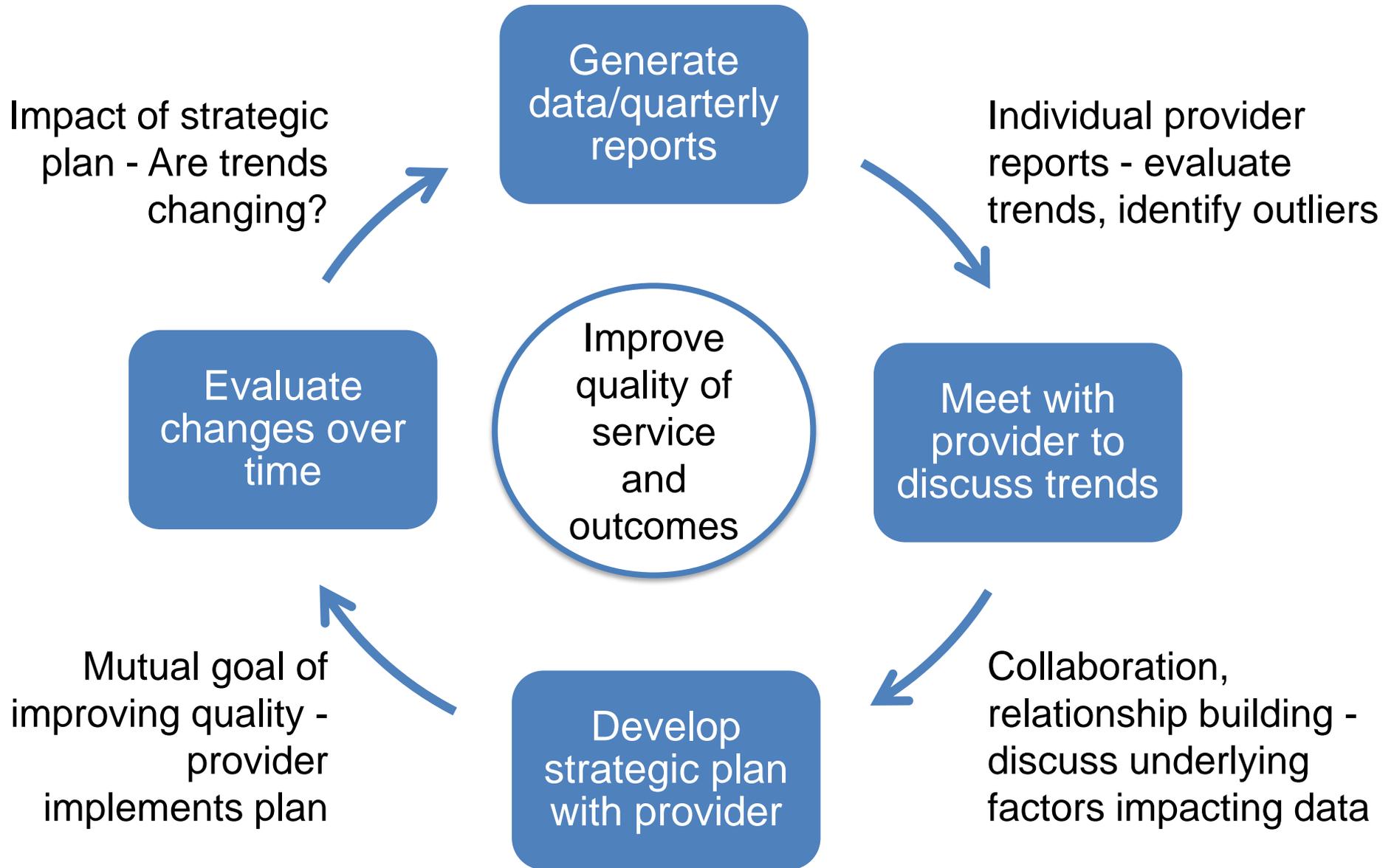


Maryland Medicaid Advisory Council

Improving Quality
Through the Provider
Partnership Program

September 27, 2018

What is the Provider Partnership Program?



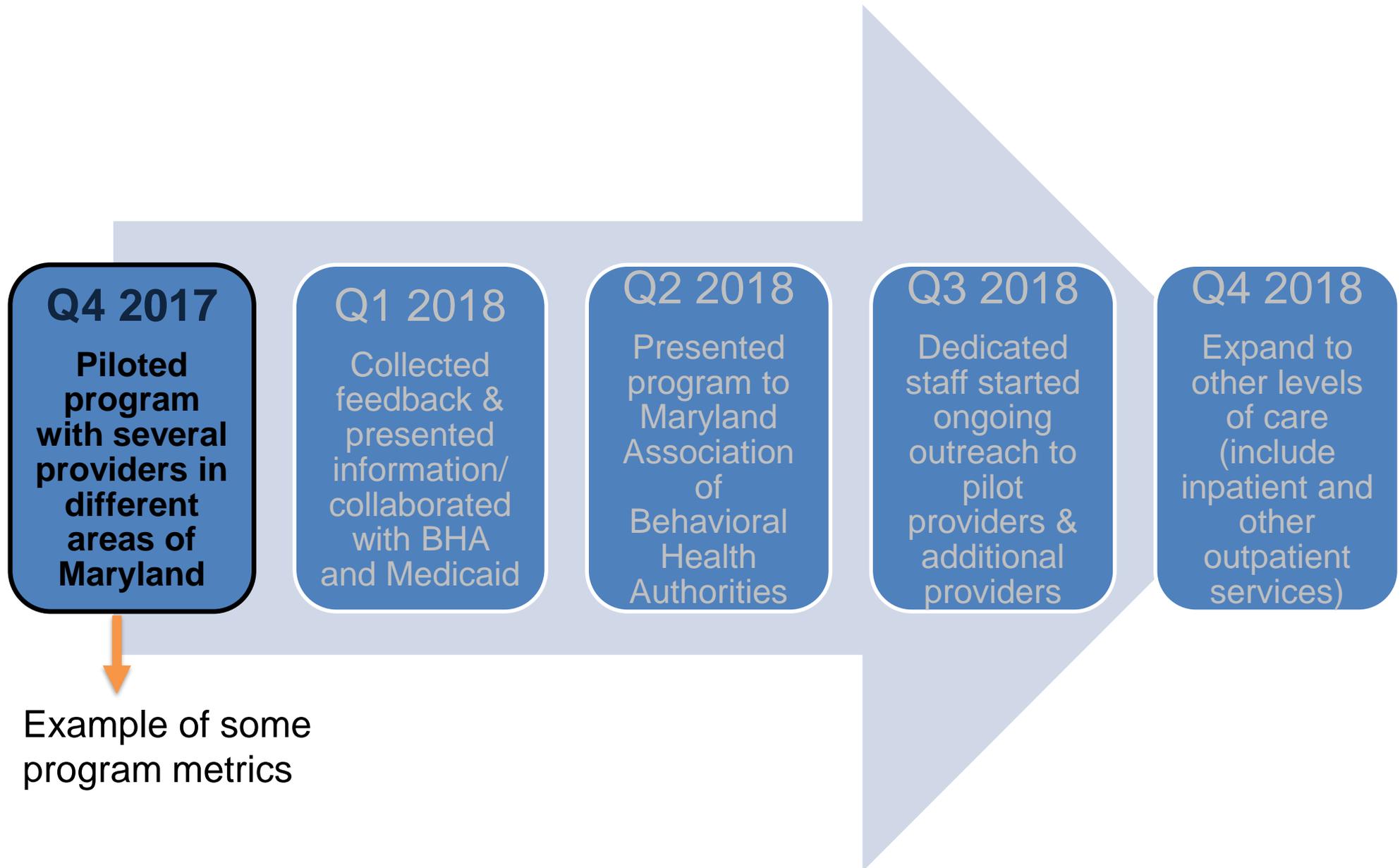
Why the Provider Partnership Program?



Beacon has used this program successfully in other markets in the United States impacting outcomes:

- Increased outpatient attendance after hospitalization
- Doubled the percentage of after-care appointments kept after discharge from detox

Timeline of Project



Types of Metrics

Demographic

- Number of members, age bands

Engagement

- Avg. length of treatment, breaks in care

Transitions after discharge

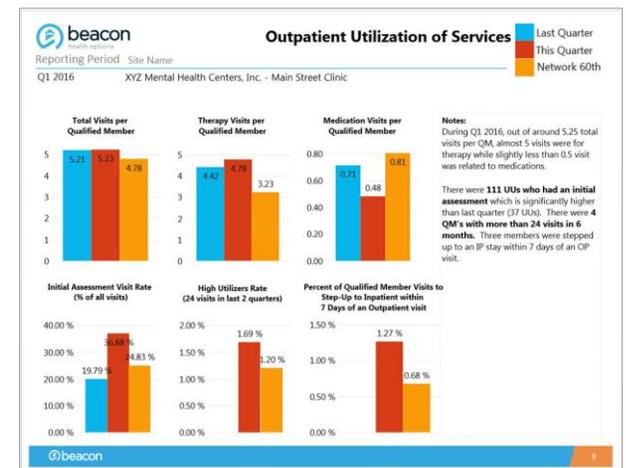
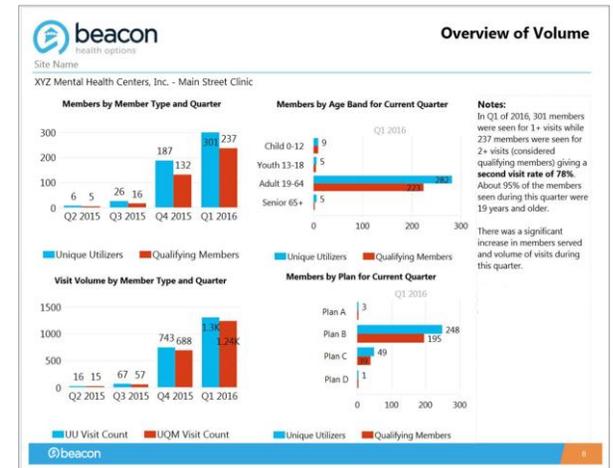
- Outpatient, Inpatient, ED usage

Acuity of members served

- Multiple inpatient admits

Administrative Metrics

- Claims approval rates

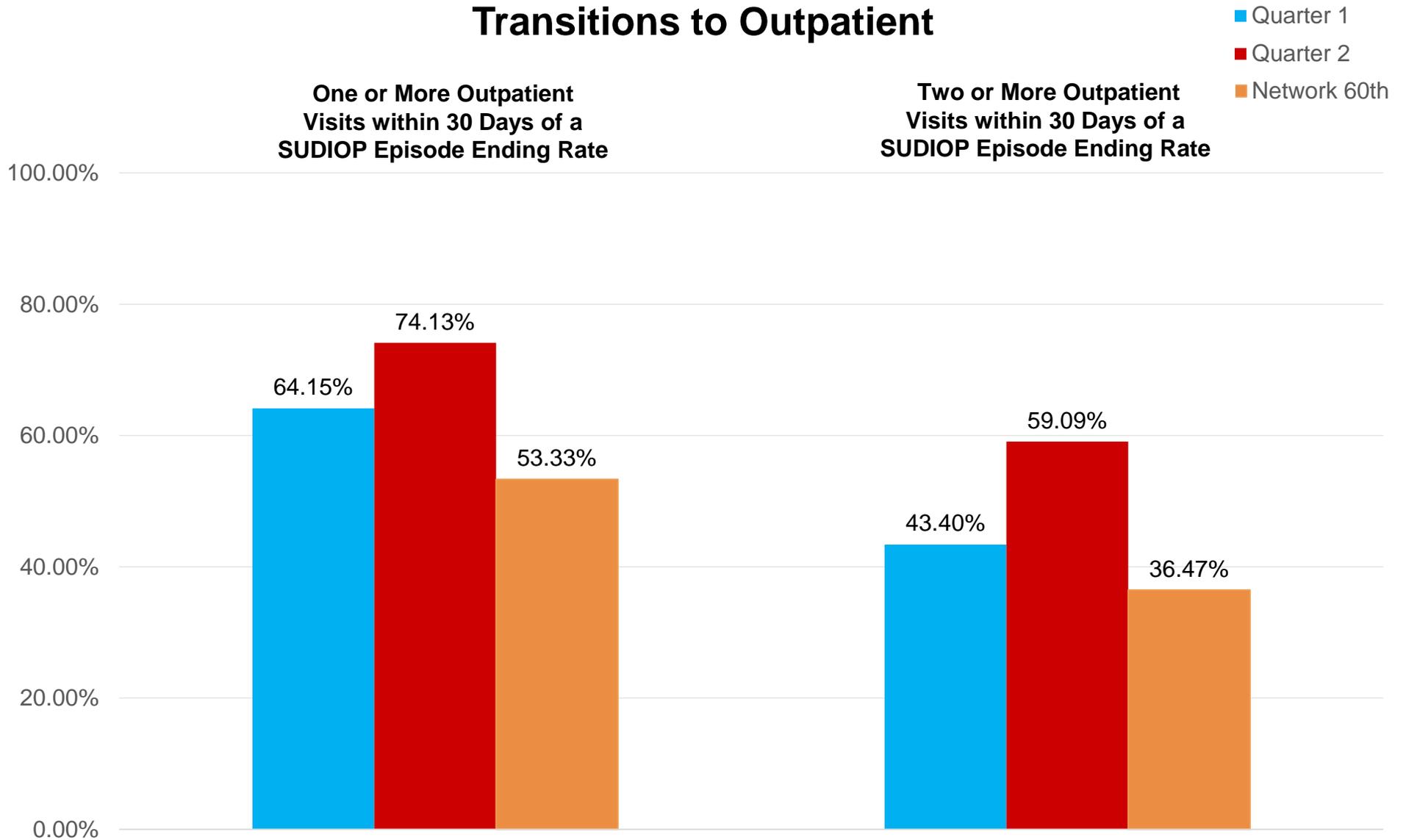


Explanation of Terms

- **SUD IOP** – Substance Use Disorder Intensive Outpatient Treatment is 9 or more hours of service per week in an outpatient setting with services 3 to 5 days per week (typically 3 hours at a time) using a combination of individual services and group therapy
- **Episode of care** – a period of continuous treatment (defined somewhat differently for each type of care)
- **Network 60th** – this is the 60th percentile of like sites during that quarter used as a reference point to compare if a program is above or below 60% of similar sites.

Example of Metrics for SUD IOP Providers

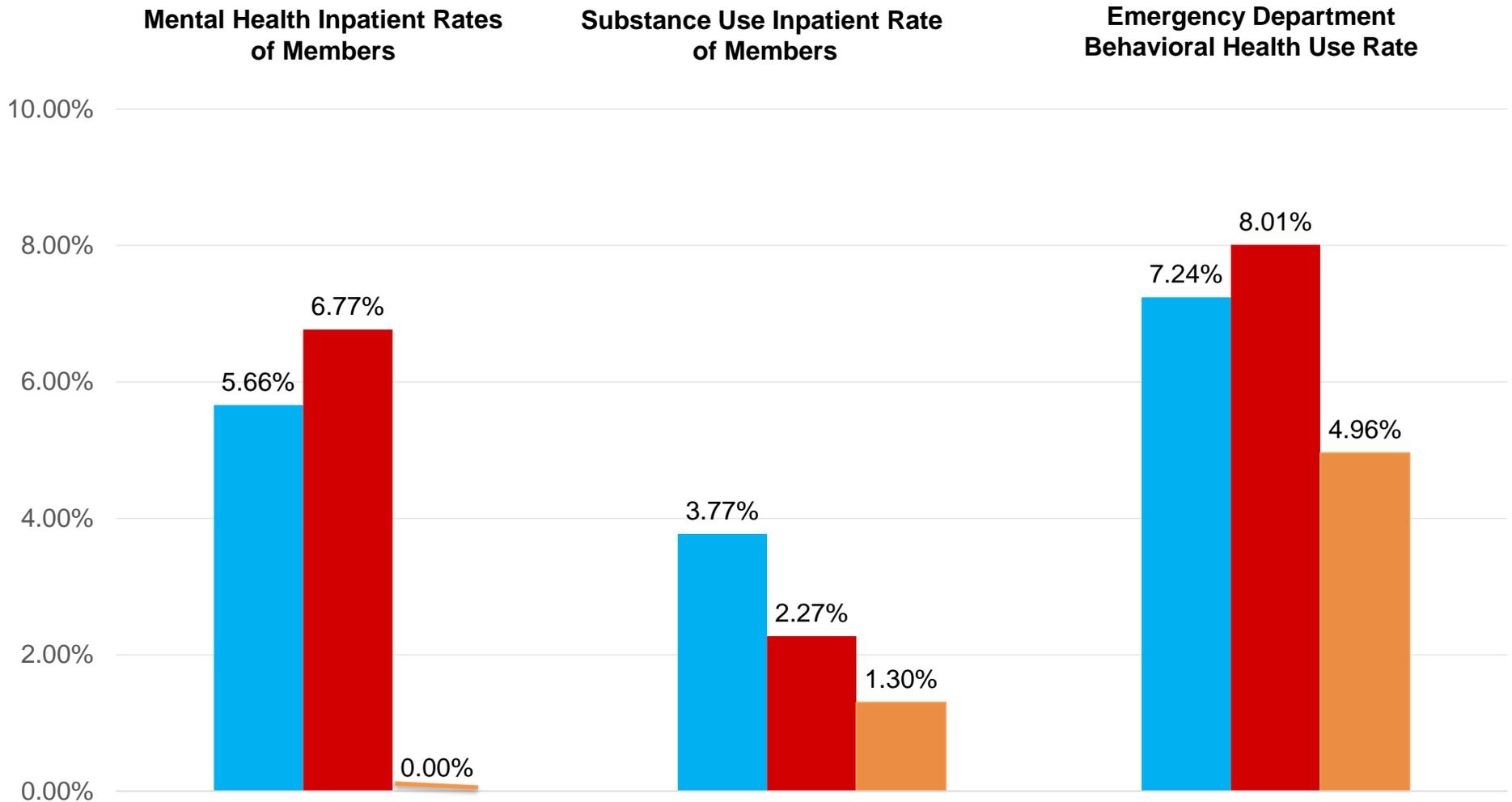
Transitions to Outpatient



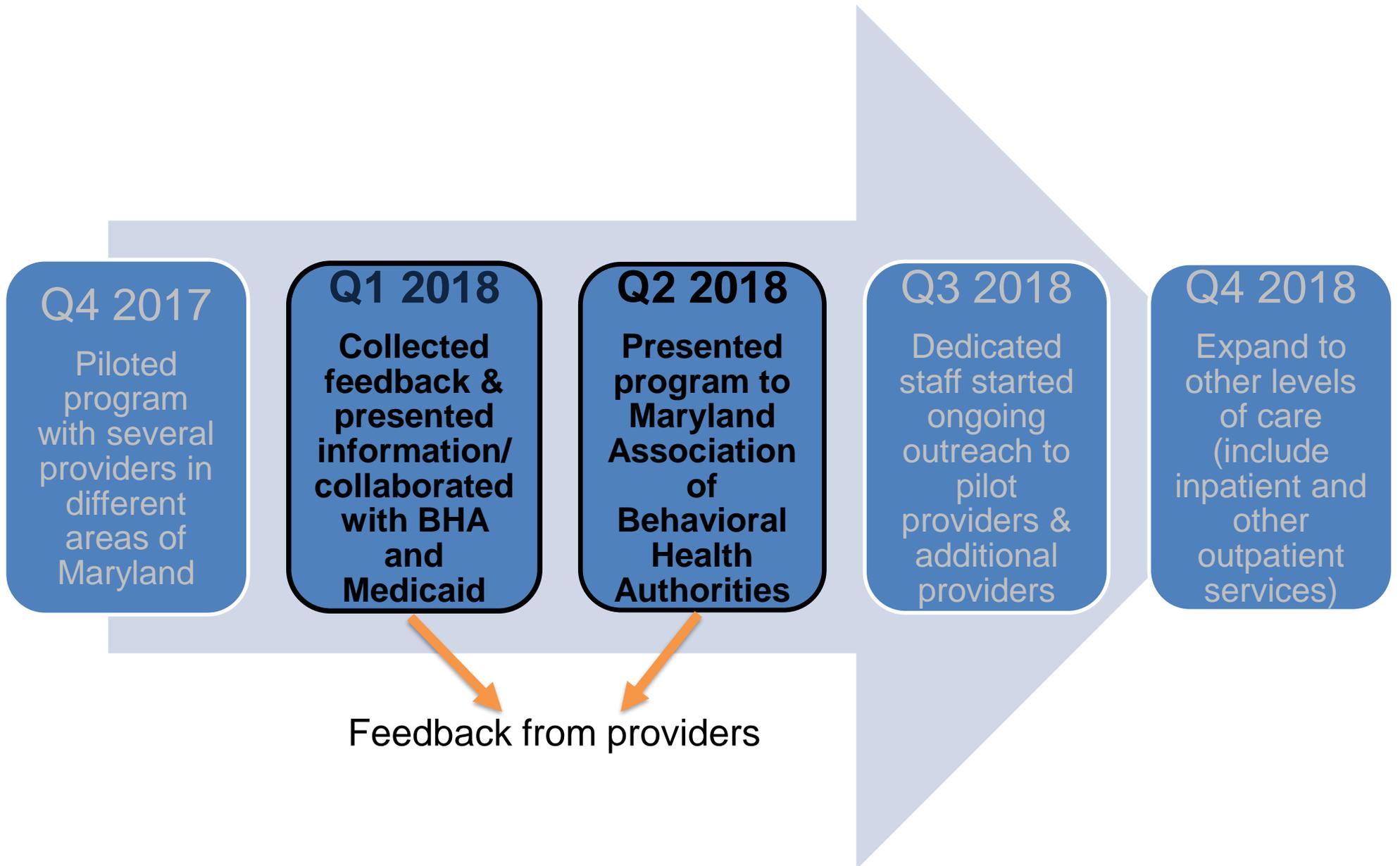
Example of Metrics for SUD IOP Providers

Hospital Use Rates

- Quarter 1
- Quarter 2
- Network 60th



Timeline of Project



Feedback from Providers

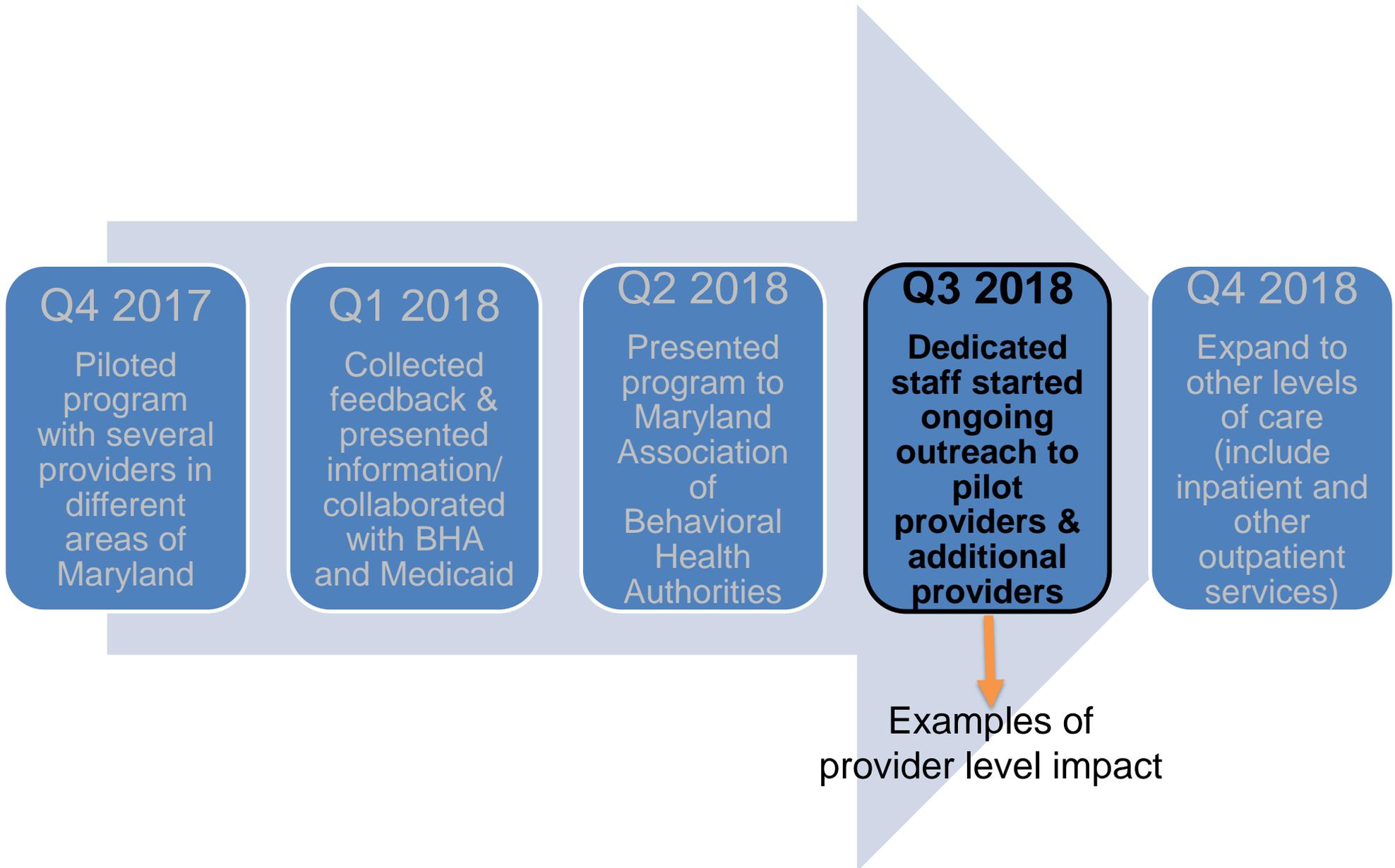
Highlights

- ✓ Engaged and interested in data
- ✓ Appreciated Network 60th as a comparison
- ✓ Enjoyed dialogue between their team & Beacon
- ✓ Confirmed impact of some of their individual quality/performance improvement initiatives.
- ✓ Sparked curiosity (e.g. seasonal trends for their program and the Network 60th)
- ✓ Interested in sharing data with more staff and potentially board of directors

What Beacon Learned

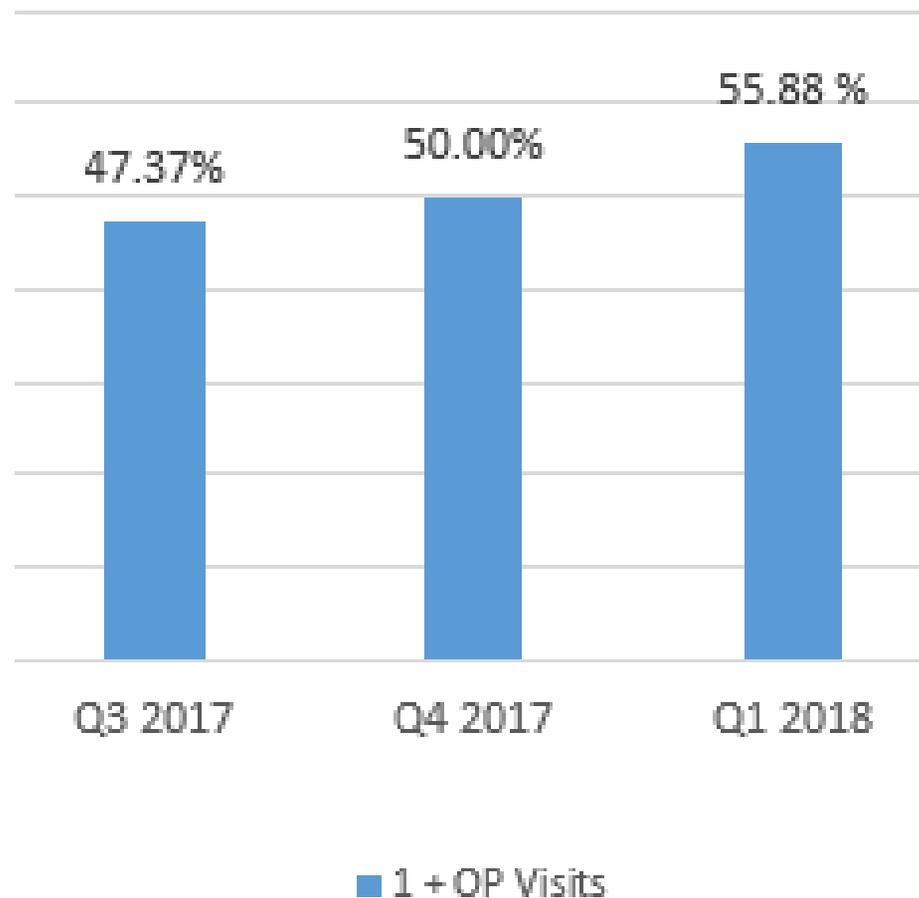
- Providers were open to receiving and discussing their data in meaningful ways
- Confirmed there was a significant difference in the data between providers (i.e. array of services, location, size)
- Programs sometimes struggle with transition and discharge planning (knowledge of resources and availability of services)

Timeline of Project



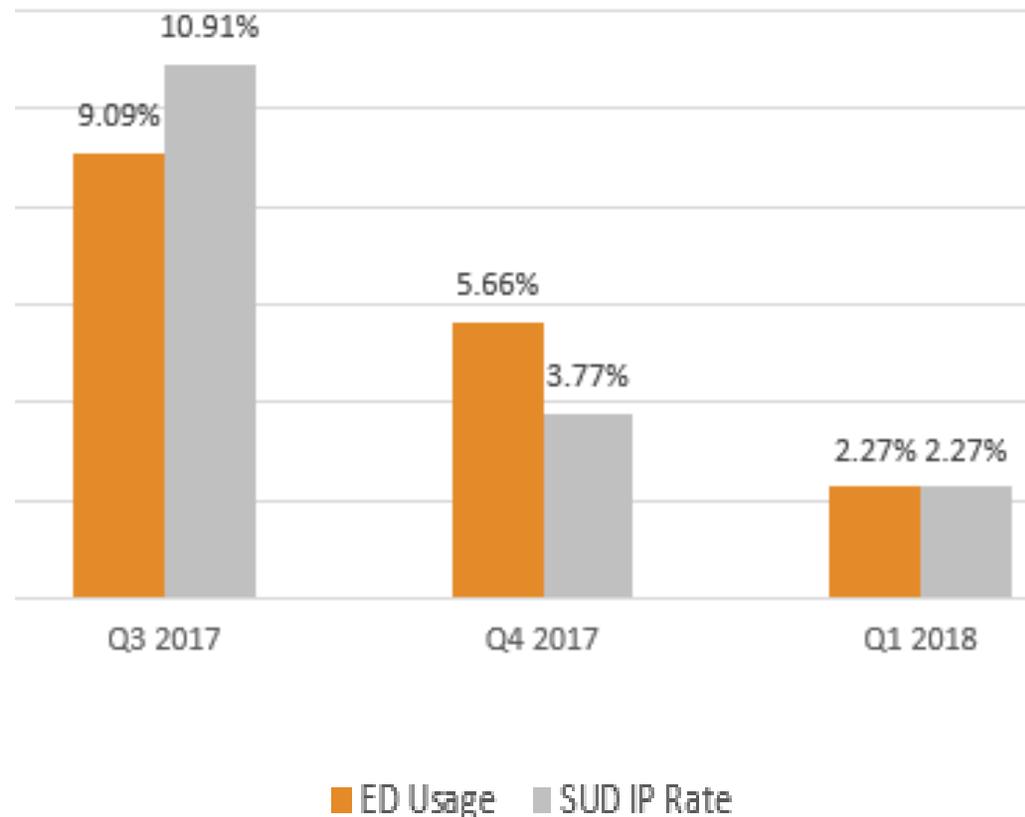
Example of SUD IOP Provider Trend

- Provider partnered with a nearby OP program to facilitate referrals/smoothen hand-offs after IOP ends

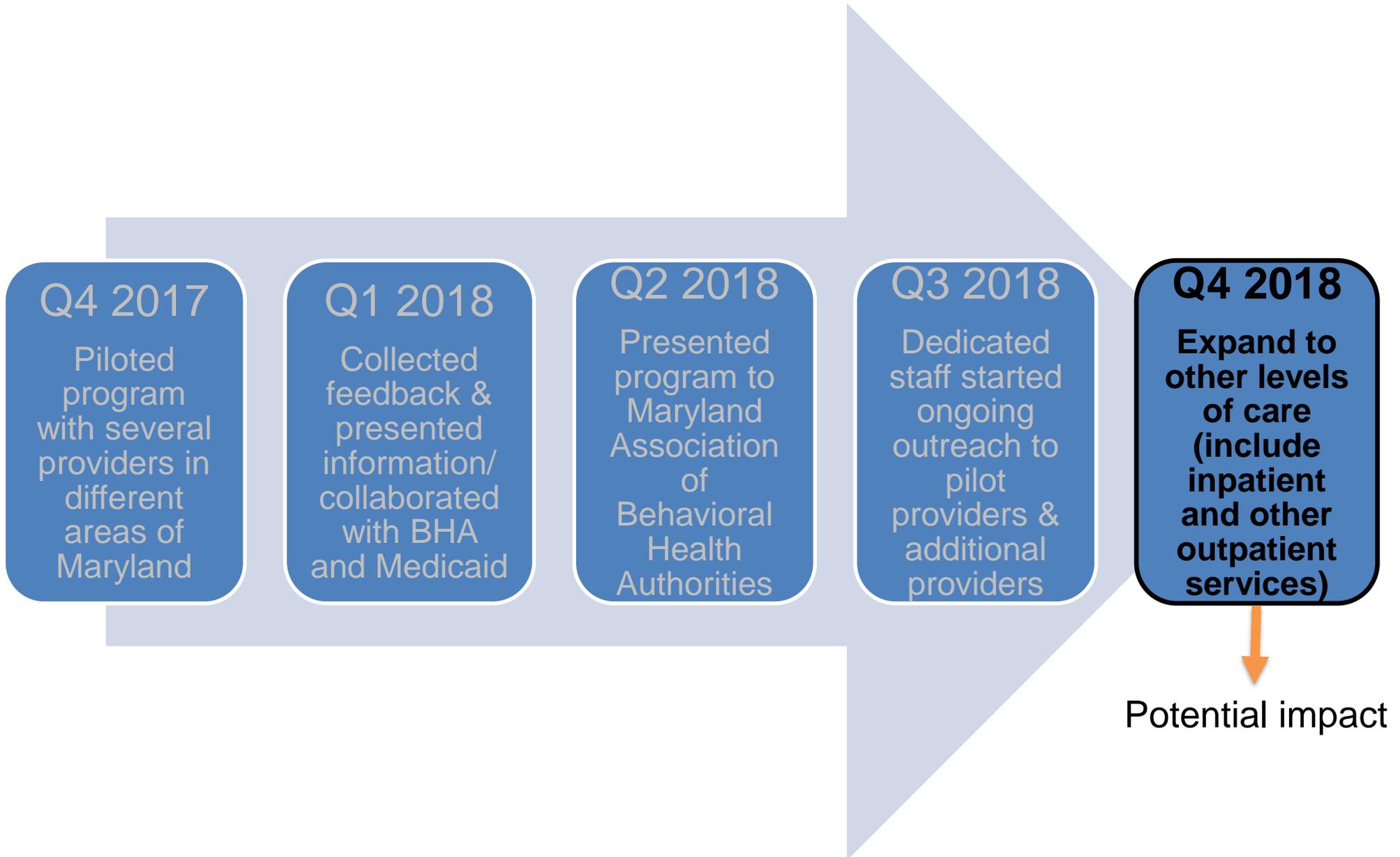


Example of SUD IOP Provider Trend

- Shift in program approach (i.e. person-centered approach, increased psycho-education about treatment options and collaboration with Medication Assisted Treatment programs)



Timeline of Project



Expansion of Program Possibilities

Inpatient Data

- Outpatient follow-up after BH hospitalization
- Average lengths of stay
- Readmission rates

Compare outcomes of different locations & levels of care in one agency

Promote best practices/ share ideas/targeted training

Encourage trending improvements in the Net 60th

Questions?

Thank you!!

